

Medicaid Transportation Brokers

Medicaid is a federal entitlement program that pays for basic health services for people with low-income and long-term care for seniors and people with disabilities. Congress established Medicaid in 1965 by enacting the Medical Assistance Program under Title XIX of the Social Security Act (Public Law 89-97). States administer their own Medicaid programs and establish their own eligibility standards, benefits packages, payment rates and rules consistent with federal requirements. The federal government requires states to provide non-emergency medical transportation (NEMT) for those Medicaid clients that could not otherwise access medical facilities and services.

In 1989 Washington State established a brokerage model to cost-effectively provide NEMT services for people eligible for medical assistance under the Medicaid State Plan, who need access to health-care services and have no other means of transportation. In 2010 the state's NEMT services were provided by the Medical Purchasing Administration (MPA) of Department of Social and Health Services (DSHS). The Health Care Authority (HCA) took over program administration on July 1, 2011 and provided the data for this report.

Medicaid Transportation provides access to essential health care services. By having regional Brokers, NEMT successfully connects thousands of Washington citizens each day to dialysis and chemotherapy, as well as routine doctor's appointments for preventive health care services.

The MPA identified 13 regions based on travel patterns of citizens seeking health-care services, then contracted with a network of eight regional brokers to provide services. The regional brokers are neutral third parties that arrange cost-effective transportation access to covered medical services for eligible clients by contracting with transportation service providers and assuring compliance with all contract standards.

Medicaid Transportation Providers review requests for transportation to medical services and preauthorizes the most cost-effective method that meets the clients' mobility status and personal capabilities. These brokers are prohibited from directly providing transportation services in their contracted region. Brokers receive an administrative fee plus reimbursement for direct trip costs. Brokers coordinate the trip, confirm eligibility, contract with and monitor transportation providers and reimburse the direct cost for the trip. NEMT services provided nearly 3.4 million trips in 2010.

Brokers of Medicaid Transportation – 2010		
Brokers	Brokerage Regions	Counties Served
COAST	Region 13	Asotin, Garfield, Whitman
Hopelink	Region 3	King
Human Services Council	Region 7	Clark, Cowlitz, Klickitat, Skamania, Wahkiakum
Northwest Regional Council	Region 1	Island, San Juan, Skagit, Whatcom
Paratransit Services	Region 2	Snohomish
	Region 4	Pierce
	Region 5	Clallam, Jefferson, Kitsap, north Mason
	Region 6	Grays Harbor, Pacific, Thurston, Lewis, south Mason
People For People	Region 8	Benton, Columbia, Franklin, Kittitas, Walla Walla, Yakima
Special Mobility Services, Inc.	Region 10	Ferry, Stevens, Pend Oreille
	Region 11	Lincoln, Grant, Adams
	Region 12	Spokane
Trancare	Region 9	Chelan, Douglas, Okanogan

Ridership

Ridership is the amount of service provided as measured by the number of passenger trips. In 2010 brokers of Medicaid transportation arranged nearly 3.4 million NEMT trips. Community transportation providers supplied more than half of these passenger trips, and transit systems provided almost 46 percent of the trips. The majority of transit system-supplied trips occurred on fixed routes.

In 2010 transit systems provided about 6 million trips with demand response and deviated fixed route services. Included in that number are the trips provided by transit systems that are reported in their sections.

Cost Efficiency

Operating costs per passenger trip reflect annual operating and administrative costs as a function of the number of NEMT trips provided.

Costs are directly related to the size and nature of the service area as well as the trip mode. A provider’s service range affects the distance and time needed per trip. These factors affect fuel consumption, as does the size of the vehicle. The trip mode also affects cost per trip; for example, a trip provided by a local transit agency certainly costs less than overnight air travel with accommodations and meals.

Statewide

All Regions	Passenger Trips		
Mode	2005	2010	% Change
Public Bus	973,063	1,351,385	38.88
Ambulatory	1,264,694	1,045,988	-17.29
Non-Ambulatory	397,974	375,979	-5.53
Public Bus-ADA	252,062	201,120	-20.21
Voucher	260,932	333,773	27.92
Mileage	26,590	21,182	-20.34
Volunteer-Agency	34,593	29,084	-15.93
Volunteer-Broker	20,118	29,774	48.00
Airline	556	180	-67.63
Commercial Bus	165	194	17.58
Train	151	596	294.70
Ferry	8,383	7,189	-14.24
Foster Parent	111	-	-
Ancillary	-	-	-
Service Total	3,239,392	3,396,444	4.8
Admin	-	-	-
Out of State	93	30	-67.7
Meals & Lodging/in	22,253	39,415	77.1
Meals & Lodging/oos	655	369	-43.7
Vehicle Modification	8	-	-
Subtotal	-	-	-
Grand Total	3,239,485	3,396,474	-

Expenses		
2005	2010	% Change
\$2,581,148	\$4,291,814	66.28
\$27,693,125	\$34,094,287	23.11
\$14,104,325	\$16,450,621	16.64
\$293,461	\$388,762	32.47
\$1,247,191	\$2,975,968	138.61
\$212,509	\$284,859	34.05
\$1,624,681	\$2,066,195	27.18
\$779,809	\$1,396,669	79.10
\$112,370	\$52,471	-53.30
\$5,655	\$11,027	94.99
\$4,259	\$28,540	570.12
\$51,418	\$168,111	226.95
\$251	\$0	-
\$76,357	\$310,462	306.6
\$48,786,559	\$62,519,786	28.1
\$8,255,307	\$9,902,384	20.0
\$33,837	\$28,346	-16.2
\$830,359	\$1,750,928	110.9
\$23,642	\$10,022	-57.6
\$12,996	\$0	-
\$9,143,145	\$11,691,679	27.9
\$57,929,704	\$74,211,465	28.1

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$2.65	\$3.18	19.7
Ambulatory	\$21.90	\$32.60	48.9
Non-Ambulatory	\$35.44	\$43.75	23.5
Public Bus-ADA	\$1.16	\$1.93	66.0
Voucher	\$4.78	\$8.92	86.5
Mileage	\$7.99	\$13.45	68.3
Volunteer-Agency	\$46.97	\$71.04	51.3
Volunteer-Broker	\$38.76	\$46.91	21.0
Service Total	\$15.06	\$18.41	22.2
Admin. Costs	\$2.55	\$2.92	14.4
Grand Total	\$17.88	\$21.85	22.2

Karl Johanson**Executive Director**

P.O Box 107, 210 South Main

Colfax, WA 99111

509-397-4611

www.coa-hs.org



System Snapshot

- **Operating Name:** Council on Aging and Human Services dba COAST
- **Service Area:** Medicaid Brokerage Region 13 – Whitman, Garfield, and Asotin Counties
- **Congressional District:** 5
- **Legislative District:** 9
- **Planning Regions:** Palouse RTPPO and Lewis-Clark Valley MPO
- **Type of Agency:** Nonprofit
- **Governing Body:** Fourteen-member board, elected by existing board members throughout Whitman County.

Current Operations

COAST was the Medicaid transportation broker in Region 13 which served Whitman, Garfield, and Asotin Counties through December 31st 2010. COAST also served five counties in Idaho and provided the following services:

- Brokerage services for Medicaid clients in Region 13 (Whitman, Garfield and Asotin counties) in Washington.
- Provides demand response routes to and from specific communities to Spokane, Clarkston/Lewiston, and Moscow/Pullman service centers.
- Provides employment-related transportation for low-income Garfield county residents.
- Contracts with area partners to provide transportation for older persons and persons with disabilities in Whitman, Asotin, and Garfield Counties and the southern region of Spokane County.
- Provides bi-monthly, demand response trips from isolated rural communities to urban service centers as well as daily routes linking Colfax and Pullman, and flexible routed services in communities of Clarkston, Pullman, and Colfax.
- Coordinates volunteer drivers including the Community Van program which provides expanded access for all citizens of the City of Palouse and nearby Town of Garfield.
- Operates a regional dispatch/information center serving the counties of Whitman, Asotin, Garfield and the southern part of Spokane County in Washington as well as Nez Perce, Idaho, Clearwater, Lewis, and Latah counties in Idaho.

Intermodal Connections

COAST makes active connections with all of the existing public transit systems and providers in the area.

Region 13	Passenger Trips		
Mode	2005	2010	% Change
Ambulatory	17,093	16,501	-3.46
Non-Ambulatory	2,106	4,445	111.06
Public Bus-ADA	955	448	-53.09
Voucher	34	474	1294.12
Mileage	5,072	4,448	-12.30
Volunteer-Agency	773	692	-10.48
Volunteer-Broker	1,857	3,725	100.59
Airline	195	118	-39.49
Commercial Bus	3	-	-
Train	44	-	-
Ferry	40	-	-
Foster Parent	109	-	-
Ancillary	-	-	-
Service Total	28,281	30,851	9.1
Admin	-	-	-
Meals & Lodging/in	1,745	1,394	-20.1
Subtotal	-	-	-
Grand Total	28,281	30,851	9.1

Expenses		
2005	2010	% Change
\$298,354	\$585,473	96.23
\$54,432	\$210,160	286.10
\$1,432	\$179	-87.51
\$285	\$7,489	2527.64
\$57,990	\$70,194	21.04
\$1,443	\$1,960	35.85
\$34,901	\$90,476	159.24
\$43,048	\$40,662	-5.54
\$57	\$0	-
\$88	\$0	-
\$80	\$0	-
\$218	\$0	-
\$280	\$537	91.6
\$492,608	\$1,007,130	104.4
\$107,100	\$122,460	14.3
\$46,161	\$58,154	26.0
\$153,261	\$180,614	17.8
\$645,869	\$1,187,744	83.9

Mode	Cost per Trip		
	2005	2010	% Change
Ambulatory	\$17.45	\$35.48	103.3
Non-Ambulatory	\$25.85	\$47.28	82.9
Public Bus-ADA	\$1.50	\$0.40	-73.4
Voucher	\$8.38	\$15.80	88.5
Mileage	\$11.43	\$15.78	38.0
Volunteer-Agency	\$1.87	\$2.83	51.8
Volunteer-Broker	\$18.79	\$24.29	29.2
Service Total	\$17.42	\$32.64	87.4
Admin. Costs	\$3.79	\$3.97	4.8
Grand Total	\$22.84	\$38.50	68.6

Francois Larrivee
Director of Brokerage Services
14812 Main Street
Bellevue, WA 98007-5245
425-943-6770
www.hope-link.org



System Snapshot

- **Operating Name:** Hopelink
- **Service Area:** Medicaid Brokerage Region 3 – King County
- **Congressional Districts:** 2, 7, and 8
- **Legislative Districts:** 5, 11, 30, 32, 33, 34, 36, 37, 41, 43, 44, 45, 46, 47, and 48
- **Planning Region:** Puget Sound Regional Council
- **Type of Agency:** Nonprofit
- **Governing Body:** Community Action Agency Structure—one third of the members represent clients, one third of the members represent the community at large, and one third represent government.

Current Operations

Special needs transportation brokerage for King County through contracts with DSHS for Medicaid Brokerage Region 3 as well as additional brokerage contracts held with three school districts (Enumclaw, Kent, and Tahoma), Harborview Medical Center, Northwest Kidney Center, Lifelong Aids Alliance, and Boyer Children’s Clinic.

Intermodal Connections

King County Metro; Washington State Ferry System; Commercial air, bus, and train services.

Region 3	Passenger Trips		
Mode	2005	2010	% Change
Public Bus	304,046	431,120	41.79
Ambulatory	555,408	406,654	-26.78
Non-Ambulatory	162,314	144,898	-10.73
Public Bus-ADA	992	-	-
Voucher	152,648	110,265	-27.77
Mileage	2,510	2	-99.92
Volunteer-Agency	939	853	-9.16
Airline	1	10	900.00
Commercial Bus	19	10	-47.37
Train	2	7	250.00
Ferry	136	272	100.00
Ancillary	-	-	-
Service Total	1,179,015	1,094,091	-7.2
Admin	-	-	-
Out of State	6	-	-
Meals & Lodging/in	1,531	2,370	54.8
Meals & Lodging/oos	72	-	-
Vehicle Modification	1	-	-
Subtotal	-	-	-
Grand Total	1,179,021	1,094,091	-7.2

Expenses		
2005	2010	% Change
\$786,157	\$1,588,811	102.10
\$10,383,354	\$11,482,975	10.59
\$5,186,028	\$6,074,783	17.14
\$17,539	\$0	-
\$381,752	\$478,909	25.45
\$7,895	\$73	-99.08
\$5,628	\$5,571	-1.01
\$222	\$2,272	923.38
\$666	\$470	-29.50
\$30	\$366	1120.00
\$1,534	\$99,242	6369.47
\$74,513	\$308,818	314.4
\$16,845,318	\$20,042,288	19.0
\$2,990,400	\$3,243,054	8.4
\$1,616	\$0	-
\$56,253	\$86,437	53.7
\$1,232	\$0	-
\$5,429	\$0	-
\$3,054,930	\$3,329,491	9.0
\$19,900,248	\$23,371,779	17.4

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$2.59	\$3.69	42.5
Ambulatory	\$18.70	\$28.24	51.0
Non-Ambulatory	\$31.95	\$41.92	31.2
Public Bus-ADA	\$17.68	\$0	-
Voucher	\$2.50	\$4.34	73.7
Mileage	\$3.15	\$36.36	1056.0
Volunteer-Agency	\$5.99	\$6.53	9.0
Service Total	\$14.29	\$18.32	28.2
Admin. Costs	\$2.54	\$2.96	16.9
Grand Total	\$16.88	\$21.36	26.6

Colleen Kuhn, Executive Director
BJ Jacobson, Transportation Services Manager
201 NE 73rd Street, Suite 101
Vancouver, WA 98665
360-694-6577
www.hsc-wa.org



System Snapshot

- **Operating Name:** Human Services Council
- **Service Area:** Medicaid Region 7 – Wahkiakum, Cowlitz, Skamania, Clark, and Klickitat Counties
- **Congressional District:** 3
- **Legislative Districts:** 15, 17, 18, and 49
- **Planning Regions:** Southwest Washington RTPO and Southwest Washington Regional Transportation Council
- **Type of Agency:** Nonprofit
- **Governing Body:** Board of Directors consisting of 11 members representative of public and private agencies and volunteers in the fields of health, welfare, recreation, schools, business, labor, and other community groups

Current Operations

Human Services Council provides the broker services for the following:

- Medicaid transportation for Clark, Cowlitz, Klickitat, Skamania and Wahkiakum Counties.
- Employment transportation for low-income residents of Clark County.
- Reserve-A-Ride transportation for low-income, elderly and disabled residents of Clark, Cowlitz and Wahkiakum Counties.
- Sponsor-A-Ride transportation for low-income, elderly and disabled residents of Clark County.

Region 7	Passenger Trips		
Mode	2005	2010	% Change
Public Bus	73,893	174,183	135.72
Ambulatory	72,999	106,818	46.33
Non-Ambulatory	25,427	37,461	47.33
Public Bus-ADA	27,180	27,397	0.80
Voucher	13,552	24,091	77.77
Mileage	44	38	-13.64
Volunteer-Agency	9,032	6,268	-30.60
Commercial Bus	12	-	-
Train	102	575	463.73
Service Total	222,241	376,831	69.6
Admin	-	-	-
Out of State	4	-	-
Meals & Lodging/in	975	2,059	111.2
Meals & Lodging/oos	235	-	-
Subtotal	-	-	-
Grand Total	222,245	376,831	69.6

Expenses		
2005	2010	% Change
\$65,205	\$232,626	256.76
\$1,565,966	\$3,596,110	129.64
\$893,343	\$1,649,851	84.68
\$18,611	\$60,248	223.72
\$88,850	\$266,399	199.83
\$1,422	\$2,155	51.55
\$322,410	\$386,850	19.99
\$337	\$0	-
\$4,065	\$27,586	578.63
\$2,960,209	\$6,221,825	110.2
\$699,372	\$933,024	33.4
\$1,945	\$0	-
\$59,582	\$124,417	108.8
\$5,314	\$0	-
\$766,213	\$1,057,441	38.0
\$3,726,422	\$7,279,266	95.3

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$0.88	\$1.34	51.3
Ambulatory	\$21.45	\$33.67	56.9
Non-Ambulatory	\$35.13	\$44.04	25.4
Public Bus-ADA	\$0.68	\$2.20	221.2
Voucher	\$6.56	\$11.06	68.7
Mileage	\$32.32	\$56.71	75.5
Volunteer-Agency	\$35.70	\$61.72	72.9
Service Total	\$13.32	\$16.51	24.0
Admin. Costs	\$3.15	\$2.48	-21.3
Grand Total	\$16.77	\$19.32	15.2

Northwest Regional Council

Victoria Doerper
Executive Director

600 Lakeway Drive, Suite 100
Bellingham, WA 98225
360-676-6749
www.nwrcwa.org



System Snapshot

- **Operating Name:** Northwest Regional Council
- **Service Area:** Medicaid Region 1 – San Juan, Island, Whatcom, and Skagit Counties
- **Congressional District:** 2
- **Legislative Districts:** 10, 39, 40, and 42
- **Planning Regions:** Whatcom Council of Governments, Skagit MPO, and Skagit-Island RTPO
- **Type of Agency:** Quasi-governmental Entity
- **Governing Body:** Council composed of two elected officials from each member county (Island, San Juan, Skagit and Whatcom).

Current Operations

- Medicaid transportation broker for Whatcom, Skagit, Island, and San Juan Counties.

Intermodal Connections

- Greyhound
- County Connector (inter-county transit connection)
- West-Isle Air
- Washington State Ferry Service

Region 1 Mode	Passenger Trips		
	2005	2010	% Change
Public Bus	40,042	41,013	2.42
Ambulatory	43,512	38,476	-11.57
Non-Ambulatory	6,104	4,174	-31.62
Public Bus-ADA	73,632	61,497	-16.48
Voucher	9,430	14,652	55.38
Mileage	677	1,271	87.74
Volunteer-Agency	812	517	-36.33
Airline	4	12	200.00
Commercial Bus	6	4	-33.33
Ferry	1,902	2,860	50.37
Foster Parent	2	-	-
Ancillary	-	-	-
Service Total	176,123	164,476	-6.6
Admin	-	-	-
Out of State	6	-	-
Meals & Lodging/in	1,396	3,473	148.8
Meals & Lodging/oos	33	-	-
Subtotal	-	-	-
Grand Total	176,129	164,476	-6.6

Expenses			
	2005	2010	% Change
	\$48,235	\$78,710	63.18
	\$985,192	\$1,136,377	15.35
	\$246,699	\$291,128	18.01
	\$39,860	\$75,686	89.88
	\$62,373	\$149,121	139.08
	\$3,824	\$16,280	325.72
	\$35,907	\$29,471	-17.92
	\$860	\$642	-25.35
	\$107	\$129	20.09
	\$17,452	\$37,377	114.17
	\$33	\$0	-
	\$85	\$308	262.4
	\$1,440,627	\$1,815,227	26.0
	\$448,791	\$714,964	59.3
	\$3,034	\$0	-
	\$76,086	\$137,583	80.8
	\$2,057	\$-	-
	\$529,968	\$852,547	60.9
	\$1,970,595	\$2,667,774	35.4

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$1.20	\$1.92	59.3
Ambulatory	\$22.64	\$29.53	30.4
Non-Ambulatory	\$40.42	\$69.75	72.6
Public Bus-ADA	\$0.54	\$1.23	127.3
Voucher	\$6.61	\$10.18	53.9
Mileage	\$5.65	\$12.81	126.8
Volunteer-Agency	\$44.22	\$57.00	28.9
Service Total	\$8.18	\$11.04	34.9
Admin. Costs	\$2.55	\$4.35	70.6
Grand Total	\$11.19	\$16.22	45.0

David Baker
President/Chief Executive Office
4810 Auto Center Way, Suite Z
Bremerton, WA 98312-4309
800-933-3468
www.paratransit.net



System Snapshot

- **Operating Name:** Paratransit Services
- **Service Range:** Medicaid Brokerage Region 2 – Snohomish County; Region 4 – Pierce County; Region 5 – Clallam, Jefferson, Kitsap, and north Mason Counties; Region 6 – Grays Harbor, Pacific, south Mason, Thurston, Lewis Counties
- **Congressional Districts:** 1, 2, 3, 6, 7, 8, and 9
- **Legislative Districts:** 1, 2, 10, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 31, 32, 35, 38, 39, and 44
- **Planning Regions:** Puget Sound Regional Council, Peninsula RTPO, Thurston Regional Planning Council, and Southwest Washington RTPO
- **Type of Agency:** Nonprofit
- **Governing Body:** Nine-member Board of Directors comprised of a diverse group of community and business leaders.

Current Operations

- Broker of Medicaid transportation and interpreter services for ten counties in northwestern Washington with a total service area of 14,707 square miles and a population of over 2 million people.
- Operate accessible public transit systems in Alaska, Washington State, Oregon, and Northern California.

Intermodal Connections

In Pierce County, the Beyond the Borders program provides linkages to the Roy “Y” transit center.

In Snohomish County, Paratransit Services has established a feeder route from Community Transit fixed route to the Island Crossing Methadone Clinic, Monday through Friday from 6:00 a.m. to 9:00 p.m.

Paratransit Services provides linkages for our Medicaid transportation clients whenever possible to all fixed route systems in Pierce, Snohomish, Clallam, Jefferson, Thurston, Kitsap, Lewis, Pacific, Grays Harbor, and Mason Counties.

Region 2 Mode	Passenger Trips		
	2005	2010	% Change
Public Bus	39,765	100,097	151.72
Ambulatory	123,916	105,610	-14.77
Non-Ambulatory	31,739	46,064	45.13
Public Bus-ADA	262	-	-
Voucher	1,717	17,086	895.11
Mileage	5,586	4,162	-25.49
Volunteer-Agency	2,618	3,553	35.71
Commercial Bus	9	1	-88.89
Ferry	2	-	-
Service Total	205,614	276,573	34.51
Admin	-	-	-
Meals & Lodging/in	468	1,069	128.4
Subtotal	-	-	-
Grand Total	205,614	276,573	34.5

Expenses			
	2005	2010	% Change
	\$113,047	\$422,990	274.17
	\$2,628,963	\$2,868,981	9.13
	\$1,175,823	\$1,646,696	40.05
	\$652	\$0	-
	\$6,389	\$95,315	1391.86
	\$25,862	\$24,098	-6.82
	\$91,777	\$250,778	173.25
	\$232	\$39	-83.19
	\$16	\$0	-
	\$4,042,761	\$5,308,896	31.3
	\$428,496	\$584,938	36.5
	\$28,987	\$66,573	129.7
	\$457,483	\$651,511	42.4
	\$4,500,244	\$5,960,407	32.4

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$2.84	\$4.23	48.6
Ambulatory	\$21.22	\$27.17	28.0
Non-Ambulatory	\$37.05	\$35.75	-3.5
Public Bus-ADA	\$2.49	\$0	-
Voucher	\$3.72	\$5.58	49.9
Mileage	\$4.63	\$5.79	25.1
Volunteer-Agency	\$35.06	\$70.58	101.3
Service Total	\$19.66	\$19.20	-2.4
Admin. Costs	\$2.08	\$2.11	1.5
Grand Total	\$21.89	\$21.55	-1.5

Region 4	Passenger Trips		
Mode	2005	2010	% Change
Public Bus	285,653	349,429	22.33
Ambulatory	153,160	110,122	-28.10
Non-Ambulatory	70,596	51,129	-27.58
Public Bus-ADA	80,319	48,431	-39.70
Voucher	4,285	14,290	233.49
Mileage	2,533	1,676	-33.83
Volunteer-Agency	230	90	-60.87
Ferry	2	86	4200.00
Service Total	596,778	575,253	-3.6
Admin	-	-	-
Out of State	49	7	-85.7
Meals & Lodging/in	1,082	4,493	315.2
Meals & Lodging/oos	139	91	-34.5
Vehicle Modifications	4	-	-
Subtotal	-	-	-
Grand Total	596,827	575,260	-3.6

Expenses		
2005	2010	% Change
\$970,121	\$1,071,927	10.49
\$3,251,037	\$3,386,882	4.18
\$2,525,053	\$1,982,655	-21.48
\$127,818	\$107,568	-15.84
\$19,015	\$76,207	300.78
\$11,658	\$8,143	-30.15
\$11,658	\$6,706	-42.47
\$5	\$357	7032.00
\$6,916,365	\$6,640,445	-4.0
\$1,057,320	\$1,280,183	21.1
\$9,436	\$13,640	44.5
\$55,619	\$197,866	255.8
\$1,175	\$4,637	294.6
\$4,596	\$0	-
\$1,128,146	\$1,496,325	32.6
\$8,044,511	\$8,136,770	1.1

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$3.40	\$3.07	-9.7
Ambulatory	\$21.23	\$30.76	44.9
Non-Ambulatory	\$35.77	\$38.78	8.4
Public Bus-ADA	\$1.59	\$2.22	39.6
Voucher	\$4.44	\$5.33	20.2
Mileage	\$4.60	\$4.86	5.6
Volunteer-Agency	\$50.69	\$74.52	47.0
Service Total	\$11.59	\$11.54	-0.4
Admin. Costs	\$1.77	\$2.23	25.6
Grand Total	\$13.48	\$14.14	4.9

Region 5	Passenger Trips		
Mode	2005	2010	% Change
Public Bus	47,608	57,883	21.58
Ambulatory	44,777	61,695	37.78
Non-Ambulatory	8,534	13,304	55.89
Public Bus-ADA	17,518	4,200	-76.02
Voucher	11,167	15,695	40.55
Mileage	1,171	3,922	234.93
Volunteer-Agency	459	413	-10.02
Commercial Bus	19	1	-94.74
Train	2	-	-
Ferry	6,195	3,971	-35.90
Service Total	137,450	161,084	17.2
Admin	-	-	-
Out of State	-	2	-
Meals & Lodging/in	1,561	3,082	97.4
Meals & Lodging/oos	-	10	-
Vehicle Modifications	-	-	-
Subtotal	-	-	-
Grand Total	137,450	161,086	17.2

Expenses		
2005	2010	% Change
\$203,439	\$167,061	-17.88
\$1,480,519	\$2,712,801	83.23
\$321,787	\$681,631	111.83
\$28,854	\$20,349	-29.48
\$91,969	\$152,962	66.32
\$10,583	\$34,501	226.01
\$25,234	\$29,852	18.30
\$519	\$74	-85.74
\$49	\$0	-
\$31,598	\$31,135	-1.46
\$2,194,551	\$3,830,367	74.5
\$467,472	\$555,964	18.9
\$0	\$959	-
\$46,619	\$147,044	215.4
\$0	\$775	-
\$0	\$0	-
\$514,091	\$704,742	37.1
\$2,708,642	\$4,535,109	67.4

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$4.27	\$2.89	-32.5
Ambulatory	\$33.06	\$43.97	33.0
Non-Ambulatory	\$37.71	\$51.24	35.9
Public Bus-ADA	\$1.65	\$4.85	194.2
Voucher	\$8.24	\$9.75	18.3
Mileage	\$9.04	\$8.80	-2.7
Volunteer-Agency	\$54.98	\$72.28	31.5
Service Total	\$15.97	\$23.78	48.9
Admin. Costs	\$3.40	\$3.45	1.5
Grand Total	\$19.71	\$28.15	42.9

Region 6 Mode	Passenger Trips		
	2005	2010	% Change
Public Bus	76,158	66,929	-12.12
Ambulatory	62,913	78,270	24.41
Non-Ambulatory	18,564	23,605	27.15
Public Bus-ADA	710	4,274	501.97
Voucher	22,030	48,639	120.79
Mileage	4,978	2,854	-42.67
Volunteer-Agency	8,676	11,735	35.26
Ferry	106	-	-
Service Total	194,135	236,306	21.7
Admin	-	-	-
Out of State	3	3	0.0
Meals & Lodging/in	1,131	6,782	499.6
Meals & Lodging/oos	142	-	-
Vehicle Modifications	3	-	-
Subtotal	-	-	-
Grand Total	194,138	236,309	21.7

Expenses			
	2005	2010	% Change
	\$104,173	\$211,420	102.95
	\$2,236,858	\$3,876,326	73.29
	\$1,004,083	\$1,404,156	39.84
	\$710	\$2,351	231.13
	\$172,857	\$555,472	221.35
	\$43,118	\$38,106	-11.62
	\$658,218	\$1,207,421	83.44
	\$733	\$0	-
	\$4,220,750	\$7,295,253	72.8
	\$504,000	\$605,758	20.2
	\$1,349	\$3,262	141.8
	\$37,020	\$264,586	614.7
	\$10,771	\$0	-
	\$2,971	\$0	-
	\$556,111	\$873,607	57.1
	\$4,776,861	\$8,168,860	71.0

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$1.37	\$3.16	130.9
Ambulatory	\$35.55	\$49.53	39.3
Non-Ambulatory	\$54.09	\$59.49	10.0
Public Bus-ADA	\$1.00	\$0.55	-45.0
Voucher	\$7.85	\$11.42	45.5
Mileage	\$8.66	\$13.35	54.1
Volunteer-Agency	\$75.87	\$102.89	35.6
Service Total	\$21.74	\$30.87	42.0
Admin. Costs	\$2.60	\$2.56	-1.3
Grand Total	\$24.61	\$34.57	40.5

Marcy Durbin
Brokering Manager
304 West Lincoln
Yakima, WA 98902-2656
509-248-6793
1-800-233-1624
www.pfp.org



System Snapshot

- **Operating Name:** People For People
- **Service Area:** Medicaid Broker Region 2 – Benton, Columbia, Franklin, Kittitas, Walla Walla, and Yakima Counties
- **Congressional District:** 4 and 5
- **Legislative Districts:** 13, 14, and 15
- **Planning Regions:** Quad County RTPO, Yakima Valley Conference of Governments, and Benton-Franklin-Walla Walla RTPO.
- **Type of Agency:** Nonprofit
- **Governing Body:** Nine-member volunteer Board of Directors comprised of leaders that represent the diverse populations and communities that People For People serve.

Current Operations

The Broker serves communities in six counties by arranging transportation and related services for people of all ages that have current Washington State Department of Social and Health Services Medicaid Provider One Identification card and need transportation to covered non-emergency medical services. Verification for proper eligibility is confirmed and then the most cost-effective, appropriate transportation is coordinated.

A primary goal of these services is to assist clients with gas vouchers or mileage reimbursement if they have their own transportation resources and provide valid driver's license, insurance and registration. If that is not possible, transportation is arranged using contracted providers such as local transit and paratransit providers, volunteer driver programs, public transportation (Greyhound, train), non-profit providers, cabulance and taxi companies.

People For People ensures that the lowest cost, most appropriate ride is arranged for the client. Trips may be shared with other riders.

Region 8	Passenger Trips		
Mode	2005	2010	% Change
Public Bus	4,037	10,000	147.71
Ambulatory	64,643	64,861	0.34
Non-Ambulatory	20,268	18,871	-6.89
Public Bus-ADA	26,414	23,597	-10.66
Voucher	7,431	14,004	88.45
Mileage	3,395	2,647	-22.03
Volunteer-Agency	4	-	-
Volunteer-Broker	3,095	1,477	-52.28
Commercial Bus	9	33	266.67
Service Total	129,296	135,490	4.8
Admin	-	-	-
Out of State	-	9	-
Meals & Lodging/in	5,467	6,931	26.8
Meals & Lodging/oos	-	192	-
Subtotal	-	-	-
Grand Total	129,296	135,499	4.8

Expenses		
2005	2010	% Change
\$6,170	\$14,677	137.87
\$2,174,677	\$3,265,106	50.14
\$850,643	\$1,000,314	17.60
\$18,800	\$53,411	184.10
\$83,951	\$265,127	215.81
\$42,839	\$86,375	101.63
\$22	\$0	-
\$203,743	\$144,059	-29.29
\$337	\$1,833	443.92
\$3,381,182	\$4,830,900	42.9
\$561,588	\$570,766	1.6
\$0	\$4,066	-
\$180,380	\$279,159	54.8
\$0	\$1,644	-
\$741,968	\$855,635	15.3
\$4,123,150	\$5,686,536	37.9

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$1.53	\$1.47	-4.0
Ambulatory	\$33.64	\$50.34	49.6
Non-Ambulatory	\$41.97	\$53.01	26.3
Public Bus-ADA	\$0.71	\$2.26	218.0
Voucher	\$11.30	\$18.93	67.6
Mileage	\$12.62	\$32.63	158.6
Volunteer-Agency	\$5.50	\$0	-
Volunteer-Broker	\$65.83	\$97.53	48.2
Service Total	\$26.15	\$35.66	36.3
Admin. Costs	\$4.34	\$4.21	-3.0
Grand Total	\$31.89	\$41.97	31.6

Rusty Koontz
Regional Manager
Medical Transportation Assistance Unit
3102 East Trent, Suite 210
Spokane, WA 99202-3800
509-532-9505
www.sms1.org



System Snapshot

- **Operating Name:** Special Mobility Services, Inc.
- **Service Area:** Medicaid Brokerage Region 10 – Ferry, Stevens, and Pend Oreille Counties; Region 11 – Grant, Lincoln, and Adams Counties; Region 12 – Spokane County; Region 13 – Whitman, Garfield and Asotin Counties
- **Congressional Districts:** 4 and 5
- **Legislative Districts:** 4, 6, 7, 9, 12, and 13
- **Planning Regions:** Northeast Washington RTPO, Spokane Regional Transportation Council, and Quad-County RTPO
- **Type of Agency:** Nonprofit
- **Governing Body:** Five-member board of directors

Current Operations

Brokers transportation for Medicaid clients in Regions 10 (Ferry, Stevens, and Pend Oreille Counties), 11 (Grant, Lincoln, and Adams Counties), 12 (Spokane County), and 13 (Whitman, Garfield and Asotin Counties).

Intermodal Connections

Clients may use local transportation to connect to intercity bus, rail, or air for out-of-area appointments.

Region 10	Passenger Trips		
Mode	2005	2010	% Change
Public Bus	870	62	-92.87
Ambulatory	5,635	718	-87.26
Non-Ambulatory	2,655	1,673	-36.99
Public Bus-ADA	31	-	-
Voucher	11,744	17,131	45.87
Mileage	8	112	1300.00
Volunteer-Agency	8,309	3,013	-63.74
Volunteer-Broker	-	4,063	-
Airline	69	-	-
Commercial Bus	4	39	875.00
Ancillary	-	-	-
Service Total	29,325	26,811	-8.6
Admin	-	-	-
Out of State	2	-	-
Meals & Lodging/in	506	477	-5.7
Meals & Lodging/oos	2	-	-
Subtotal	-	-	-
Grand Total	29,327	26,811	-8.6

Expenses		
2005	2010	% Change
\$731	\$113	-84.54
\$134,491	\$24,993	-81.42
\$273,820	\$216,690	-20.86
\$233	\$0	-
\$116,251	\$214,484	84.50
\$394	\$4,279	985.94
\$330,441	\$91,981	-72.16
\$-	\$139,757	-
\$12,455	\$0	-
\$174	\$2,058	1082.56
\$7	\$0	-
\$868,997	\$694,354	-20.1
\$94,776	\$139,404	47.1
\$247	\$0	-
\$20,771	\$25,526	22.9
\$130	\$0	-
\$115,924	\$164,930	42.3
\$984,921	\$859,284	-12.8

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$0.84	\$1.82	116.9
Ambulatory	\$23.87	\$34.81	45.8
Non-Ambulatory	\$103.13	\$129.52	25.6
Public Bus-ADA	\$7.52	\$0	-
Voucher	\$9.90	\$12.52	26.5
Mileage	\$49.25	\$38.20	-22.4
Volunteer-Agency	\$39.77	\$30.53	-23.2
Volunteer-Broker	\$0	\$34.40	-
Service Total	\$29.63	\$25.90	-12.6
Admin. Costs	\$3.23	\$5.20	60.9
Grand Total	\$33.58	\$32.05	-4.6

Region 11 Mode	Passenger Trips		
	2005	2010	% Change
Public Bus	402	1,068	165.67
Ambulatory	17,439	8,099	-53.56
Non-Ambulatory	6,638	5,402	-18.62
Public Bus-ADA	51	308	503.92
Voucher	5,962	16,523	177.14
Mileage	616	50	-91.88
Volunteer-Agency	1,102	297	-73.05
Volunteer-Broker	-	4,603	-
Airline	2	-	-
Commercial Bus	6	11	83.33
Service Total	32,218	36,361	12.9
Admin	-	-	-
Out of State	4	-	-
Meals & Lodging/in	2,327	1,603	-31.1
Subtotal	-	-	-
Grand Total	32,222	36,361	12.8

Expenses			
	2005	2010	% Change
	\$629	\$2,958	370.27
	\$902,881	\$317,501	-64.83
	\$353,911	\$310,104	-12.38
	\$1,275	\$474	-62.82
	\$69,114	\$233,729	238.18
	\$6,924	\$569	-91.78
	\$96,965	\$10,017	-89.67
	\$0	\$233,939	-
	\$494	\$0	-
	\$150	\$412	174.33
	\$1,432,343	\$1,109,703	-22.5
	\$108,336	\$169,884	56.8
	\$3,535	\$0	-
	\$47,463	\$69,214	45.8
	\$159,334	\$239,098	50.1
	\$1,591,677	\$1,348,801	-15.3

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$1.56	\$2.77	77.0
Ambulatory	\$51.77	\$39.20	-24.3
Non-Ambulatory	\$53.32	\$57.41	7.7
Public Bus-ADA	\$25.00	\$1.54	-93.8
Voucher	\$11.59	\$14.15	22.0
Mileage	\$11.24	\$11.38	1.2
Volunteer-Agency	\$87.99	\$33.73	-61.7
Volunteer-Broker	\$0	\$50.82	-
Service Total	\$44.46	\$30.52	-31.4
Admin. Costs	\$3.36	\$4.67	38.9
Grand Total	\$49.40	\$37.09	-24.9

Region 12 Mode	Passenger Trips		
	2005	2010	% Change
Public Bus	99,636	119,469	19.91
Ambulatory	94,661	35,676	-62.31
Non-Ambulatory	40,212	20,485	-49.06
Public Bus-ADA	20,034	25,911	29.34
Voucher	10,959	17,584	60.45
Mileage	-	-	-
Volunteer-Agency	1,639	1,653	0.85
Volunteer-Broker	-	1,677	
Airline	284	40	-85.92
Commercial Bus	48	81	68.75
Train	-	6	-
Ancillary	-	-	-
Service Total	267,473	222,582	-16.8
Admin	-	-	-
Out of State	18	9	-50.0
Meals & Lodging/in	1,787	1,045	-41.5
Meals & Lodging/oos	16	76	375.0
Subtotal	-	-	-
Grand Total	267,491	222,591	-16.8

Expenses			
	2005	2010	% Change
	\$282,536	\$500,309	77.08
	\$1,555,049	\$601,289	-61.33
	\$1,040,807	\$605,089	-41.86
	\$35,488	\$61,956	74.58
	\$36,288	\$98,397	171.15
	\$0	\$88	-
	\$44,978	\$45,586	1.35
	\$0	\$45,446	-
	\$55,101	\$8,896	-83.86
	\$2,304	\$5,087	120.77
	\$0	\$372	-
	\$917	\$21	-97.7
	\$3,053,468	\$1,972,534	-35.4
	\$544,920	\$687,648	26.2
	\$7,139	\$6,419	-10.1
	\$92,795	\$63,294	-31.8
	\$2,393	\$2,966	23.9
	\$647,247	\$760,326	17.5
	\$3,700,715	\$2,732,860	-26.2

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$2.84	\$4.19	47.7
Ambulatory	\$16.43	\$16.85	2.6
Non-Ambulatory	\$25.88	\$29.54	14.1
Public Bus-ADA	\$1.77	\$2.39	35.0
Voucher	\$3.31	\$5.60	69.0
Volunteer-Agency	\$27.44	\$27.58	0.5
Volunteer-Broker	\$0	\$27.10	-
Service Total	\$11.42	\$8.86	-22.4
Admin. Costs	\$2.04	\$3.09	51.6
Grand Total	\$13.83	\$12.28	-11.3

Adnan Abou Ammo

Director

225 Ohme Garden Road

Wenatchee, WA 98801-9047

509-667-2727

www.trancare.org



System Snapshot

- **Operating Name:** Trancare
- Volunteer Transportation and Interpreter Services Brokerage Okanogan, Chelan, and Douglas Counties
- **Congressional District:** 4
- **Legislative Districts:** 7 and 12
- **Planning Regions:** North Central RTPO and Wenatchee Valley Transportation Council
- **Type of Agency:** Nonprofit
- **Governing Body:** Board of Directors

Current Operations

Volunteer Transportation and Interpreter Services Brokerage in Region 9 (Chelan, Douglas, and Okanogan Counties).

Intermodal Connections

Link Transit at the Columbia Station in Wenatchee.

Region 9	Passenger Trips		
Mode	2005	2010	% Change
Public Bus	953	132	-86.15
Ambulatory	8,538	12,488	46.26
Non-Ambulatory	2,817	4,468	58.61
Public Bus-ADA	3,964	5,057	27.57
Voucher	9,973	23,339	134.02
Volunteer-Broker	15,166	14,229	-6.18
Airline	1	-	-
Commercial Bus	30	14	-53.33
Train	1	8	700.00
Ancillary	-	-	-
Service Total	41,443	59,735	44.1
Admin	-	-	-
Out of State	1	-	-
Meals & Lodging/in	2,277	4,637	103.6
Meals & Lodging/oos	16	-	-
Subtotal	-	-	-
Grand Total	41,444	59,735	44.1

Expenses		
2005	2010	% Change
\$705	\$214	-69.65
\$95,784	\$239,473	150.01
\$177,896	\$377,363	112.13
\$2,189	\$6,541	198.81
\$118,097	\$382,356	223.76
\$541,165	\$742,992	37.29
\$190	\$0	-
\$772	\$927	20.11
\$27	\$216	700.74
\$555	\$779	40.4
\$937,380	\$1,750,863	86.8
\$242,736	\$294,336	21.3
\$5,536	\$0	-
\$82,623	\$231,076	179.7
\$570	\$0	-
\$331,465	\$525,412	58.5
\$1,268,845	\$2,276,275	79.4

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$0.74	\$1.62	119.2
Ambulatory	\$11.22	\$19.18	70.9
Non-Ambulatory	\$63.15	\$84.46	33.7
Public Bus-ADA	\$0.55	\$1.29	134.2
Voucher	\$11.84	\$16.38	38.3
Volunteer-Broker	\$35.68	\$52.22	46.3
Service Total	\$22.62	\$29.31	29.6
Admin. Costs	\$5.86	\$4.93	-15.9
Grand Total	\$30.62	\$38.11	24.5